

## Wisdom in the Cloud

The world is becoming paperless, and for good reason: a 2009 study from the Dartnell Institute of Business Research found the following:

- The average time to retrieve and re-file a paper document was 10 minutes, compared with 4 seconds for a digital copy.
- The average annual cost of maintaining a paper file was £3.44 compared to £1.81 for a digital copy.

The above savings can only be achieved with an Electronic Document and Records Management System (EDRMS), which provides users with an end-to-end solution to manage the entire document lifecycle, from creation to destruction.

A 2005 study by Butler Group found that without an EDRMS, knowledge workers in a hospital spent up to 80% of their time looking for information. This percentage only increases if the information used is still stored in its paper form – as is the case in many public sector organisations. The study also found that:

- On average **5 ½ hours a week** are lost due to administrative tasks associated with paper filing and record keeping.
- As a result of using an EDRMS, each member of staff was able to demonstrate productivity savings of approximately **4 hours a week**.
- Based on an average saving of 4 hours a week per member of staff, the evaluation process was able to identify an annual full-time equivalent saving of **65 staff per annum** of effort wasted. This could give a future net cost saving of circa **£3.6m over 5 years** and **£7.3m over 7 years** for Adult Services.

More recently, the Local Government Chronicle reported on a study conducted by University College London which found that public sector Freedom of Information (FOI) requests rose by more than 20% in 2010 compared with previous years.

Conversely, the average time taken to complete such a request had fallen from 8.9 hours in 2009 to 6.4 hours. Furthermore, the cost of dealing with FOI's also fell, from £36.6m in 2009 to £31.6m in 2010. Such decreases indicate tangible improvements to working efficiencies that an EDRMS like Wisdom can create. If the trend continues, and FOI requests continue to rise, then EDRMS solutions will be all the more important to quickly and efficiently meet demand.

## Implementing EDRM

The digitisation of paper information is perhaps the single biggest driver of efficient working in the public sector today. Information becomes consistently accurate, instantly accessible and free from duplication. Employees and customers alike get one version of the truth from any approved access point they require.

Further to this, the capabilities of 2e2's Wisdom EDRMS extend to automating compliance processes pertaining to the storage, retention and destruction of protected documents, all fulfilled with minimum human input.

The scope of this kind of project can be daunting, but ultimately, the move to digitisation is inevitable, and putting it off will only incur further costs. The scanning can be time consuming and interruptive to day-to-day operations; compliance with data-handling legislation can be complex to adhere to; and categorising and managing electronic documents needs planning to avoid slipping back into old inefficiencies.

In short, as with any major change to working practices, a robust business case inclusive of a change management strategy, should be outlined and employed to ensure a meaningful ROI. By opting to use Wisdom as a Cloud service, organisations can reap the benefits of an EDRMS without assuming any of the responsibility for its operation.

## Benefits of EDRM in the cloud

The Wisdom EDRMS is a simple but powerful product suite whose capabilities closely align with the transitional obstacles associated with the digitisation process as a whole. Able to be delivered from the cloud, there is no complex implementation period to endure, and no interruption to day-to-day business operations; Wisdom runs straight from a browser and integrates seamlessly (and invisibly) with any existing back-office systems. The Software Developers Kit is included, and furnishes developers with complete control over integration, supporting compatibility with almost any platform.

Deploying Wisdom from the cloud can deliver value and savings in two ways. Firstly, it offers highly efficient storage of records which although rarely accessed, are unsuitable for deletion due to compliance with retention mandates. Secondly, the efficiency savings increase exponentially with the scale of the solution. Organisations can gain access to records platforms, functionality and pre-configured compliance-driven solutions which are otherwise unaffordable.

## Why 2e2?

2e2 have considerable experience in delivering successful Wisdom roll-outs in a number of industries, particularly the public sector. In 2008, 2e2 worked closely with North Yorkshire County Council to implement Wisdom in their Special Educational Needs (SEN) department. Nessa Branthwaite, Head of Programme Management and EDRM at the Council commented on the valuable collaboration: "Joint working and a true partnering relationship with 2e2 was the basis of our successful implementation. Wisdom's ease of use and broad capabilities will fundamentally support our transformational vision". The subsequent success of the project saw the department gain a fourstar Comprehensive Performance Assessment rating from the Audit Commission, as one of the top three County Councils.

More recently, 2e2 have worked with Rotherham Metropolitan Borough Council to integrate Wisdom with their £2bn regeneration project. Wisdom's capabilities closely align with many of the council's initiatives and will support many of the long-term goals of the project. Along with the more common benefits of gaining working efficiencies, improving data quality and supporting flexible working, the council are capitalising on the space-saving advantages of digitisation..

Adopting a policy of 'Scrap, Scan or Store', Rotherham Council has been able to consolidate unneeded office-space and bring together a large number of disparate departments and services into the newly developed 'Riverside House'.

Further to this, as one of twelve companies awarded an IT Managed Services framework agreement by Buying Solutions, 2e2 is in a privileged position to supply Wisdom as an externally hosted managed service. Such an arrangement is preferable for organisations lacking the IT infrastructure, manpower or technical expertise necessary to effectively roll out Wisdom to its users.

Data security is obviously paramount to any organisation thinking of using a cloud-based Wisdom solution. 2e2's various accreditations from ISO and the Government Procurement Service, supported by Wisdom's impressive compliance list, fully align with:

- e-GIF (e-Government Interoperability Framework)
- e-GMS (e-Government Metadata Standard) recommendations
- LGCS (Local Government Classification Scheme)
- LGCL (Local Government Category List)
- IPSV (Integrated Public Sector Vocabulary) for configuration of file-plan and metadata standards.

All attest to our demonstrable experience, expertise and credibility in providing secure hosted solutions for public sector organisations.

Hosting Wisdom in the cloud also offers an enterprise long-term flexibility and cost effectiveness; the software can be dynamically scaled to meet any changes in demand and is compatible with a range of middleware software that supports an end-to-end implementation, enabling flexible access to documents on a variety of devices, secured by a robust permission and multitiered security access control.

## End-to-End Wisdom

The success or failure of an IT project like an EDRMS implementation depends entirely on user adoption. There is only so much good design can do in this situation; if end-users are resistant to change, it doesn't matter how intuitive the interface is, they simply won't use it.

Ensuring high-adoption rates of new systems is something 2e2's training division has worked hard at. With a strong track record of providing high-quality, bespoke training programmes, 2e2 have helped numerous organisations effect smooth and thorough change management.

Understanding user-needs, developing bespoke user-centric training and early, honest communication are keys to success for end user adoption. For technical and operational IT staff, the key to success is understanding current levels of experience and ensuring that any skill gaps are filled through training, relevant to the ongoing support needs of the system.

**For more information, please contact [info@2e2.com](mailto:info@2e2.com) with the subject as 'Wisdom' or call 0844 2250526.**